

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 22 to 22

Report Number: 22

Report Date: 15/07/09

McConnell Dowell Constructors

Contact: Joe Mushoul	Reference
Address Suburb: State: Post code:	Phone No 0296596058
Purchase Category Commercial Construction	
Purchase Description Tender & Delivery process for Settlers Reserve at North Parramatta?	

TENDER	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: Joseph Di Girolamo Lyle Harris	Customer Comments: Today I spoke to Hassan about our tender process, as Joe wasn't available when I called. Hassan said the tender was clear and accurate and there were no problems with this process at all. Hassan said he sent out the request to us and specified that he needed someone who could start the job within a week or two. Hassan said it is was all organised very quickly.				

SERVICES CO-ORD	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: Gerry Amorelli Joseph Di Girolamo Lyle Harris	Customer Comments: Hassan advised that this work has started and he has had some site meetings with us. He said there was one variation, as a requirement from Council. Hassan asked for a price on this and he was happy with our quote, so he approved the change.				

VALUE PROPOSITION	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: N/A	Customer Comments: Hassan had no suggestions as to anything we should change or improve. This is the only job he has used us for. Things seem to be going well and depending on the quality of our work, Hassan would definitely recommend us to others.				

Would you recommend us to others? YES NO N/A

Customer Suggestions:

Customer Care International Comments:
Hassan was very pleased that we organised the quote very quickly and were ready to start work when he needed us. Site meetings have gone well and been helpful. Depending on the quality of our work, Hassan would definitely recommend us to others.